



State of Tennessee Department of Children's Services

## **Administrative Policies and Procedures: 4.27**

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### **Subject: Conduct of Employee Exit Interviews**

Supersedes: DCS 4.17, 05/01/00

**Local Policy: No**

**Local Procedures: No**

**Training Required: No**

**Approved by:**

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**Effective date: 05/01/00**

**Revision date: 10/01/02**

### **Application**

To All Department of Children's Services Employees.

**Authority:** TCA 37-5-106

### **Policy**

It shall be the policy of the Department of Children's Services for supervisory staff to conduct an exit interview with employees separating from their employment with the department. The employee's supervisor shall be responsible for providing the employee with an exit interview questionnaire for completion. The employee's supervisor shall also be responsible for retrieving all State property such as keys, building access card, ID card, parking decal, phone card, credit card, laptop computer, any other assigned property and obtaining the employee's passwords used on his/her State assigned computer and telephone (voice mail).

The establishment of these procedures is to provide the information necessary to inform the employee of transition benefit entitlements, to document and improve property accountability, and to provide job information relative to the employee's separation from Children's Services.

### **Procedures**

#### **A. Normal separations**

1. The employee's supervisor shall arrange with the employee for an exit interview either to be conducted in person or to be scheduled with the appropriate regional, institutional or central office personnel staff.
2. The supervisor shall be responsible for ensuring that Part 1 of form CS-0558, *Exit Interview Questionnaire*, is forwarded to the appropriate regional, institutional, or central office

personnel staff member. The employee will be given Part 2 of the exit interview questionnaire form with an addressed return envelop and will be encouraged to return the form to the appropriate regional, institutional, or central office personnel staff.

3. The employee's supervisor will notify the appropriate Department of Children's Services Information Resources Division staff to terminate the employee's access to departmental and State information systems networks.
4. The employee's supervisor will notify and alert the appropriate regional, institutional, or central office property administrator of missing and/or unaccountable property that was assigned to the departing employee.
5. **Local review of exit interview questionnaire**
  - a) Prior to the exit interview form being sent to DCS personnel, the regional, institutional or central office administrator or director responsible for the employee's property, information systems access will verify that the employee's supervisor has completed the required exit steps including termination of the employee's information systems access and signing of the Exit Interview (Part I, A).
  - b) If the supervisor has not correctly completed the required steps, the administrator/director will assist in completion of the steps and then forward the completed form to DCS personnel.

## **B. Special separations**

There are instances when it may not be possible to conduct a normal exit interview. This may happen when an employee leaves without notice, leaves while under Internal Affairs Investigation, or as a result of due process proceedings. In these instances, the employee's supervisor will complete the exit interview questionnaire part 1, as soon as possible after the employee's departure is apparent. A special effort will be made to locate and identify property assigned to the employee as outlined below:

1. The employee's supervisor shall notify the appropriate DCS Information Resources Division staff to terminate the employee's access to departmental and State information systems networks.
2. The employee's supervisor will notify and alert the appropriate regional, institutional, or central office property administrator of missing and/or unaccountable property that was assigned to the departing employee.
3. A copy of form, CS-0558, *Exit Interview Questionnaire*, will be mailed to the employee with a request for assistance in

locating any missing property.

**C. Maintenance of exit interview files**      The DCS Personnel Division shall maintain a special file for separated employee exit interview questionnaires.

## **Forms**

CS-0558                      Exit Interview Questionnaire

## **Collateral Documents**

None

## **Standards**

None